



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Grafton Telephone Company**  
**for quarter ending December 31, 2014**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.10	3.00	3.90	3.33
B. Operator Answer Time - Information [730.510(a)(1)]	5.03	4.79	6.18	5.33
C. Repair Office Answer Time [730.510(b)(1)]	4.00	4.50	4.00	4.17
D. Business or Customer Service Answer Time [730.510(b)(1)]	4.00	4.50	4.00	4.17
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.88	0.25	1.27	1.13
H. Percent Repeat Trouble Reports [730.545(c)]	13.33%	0.00%	10.00%	7.77%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Grafton Telephone Company  
for quarter ending December 31, 2014**